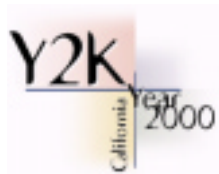




Entity Name:\_\_\_\_\_Contact Name:\_\_\_\_\_Phone Number:\_\_\_\_\_E-Mail Address:\_\_\_\_\_

1. Please provide a brief summary of your entity's Y2K communication and outreach strategy.
2. What is your internal process/policy/procedure around questions about Y2K from the public, clients, business partners, etc?
3. Please discuss how you plan to engage with your entity's Y2K project manager, CIO, Ombudsman, and Director regarding Y2K preparedness efforts.

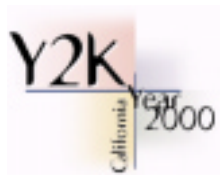


4. Please complete the following matrix for each of your key internal (CIO, staff, other state agency partners) and external (constituents, customers, local governments, business partners) stakeholders. Please list them in order of priority with the stakeholder with highest priority first. Plan to eventually prepare a 6-month communications plan encompassing internal/external stakeholders, schedules, milestones, and other significant anticipated events that may effect your entities ability to conduct businesses or services.

Who are your internal and external stakeholders?	What is the main message you want to communicate?	How often will you be communicating each message? (For example, daily, weekly, monthly, etc..)	How will you communicate each message? (For example, brochure, memo, speech by executive, etc..)	Who will be responsible for the communication?	What are the major milestones/ events you have planned for the stakeholder?	Comments

Please return this document by Wednesday, July 21, 1999 via e-mail to: [doit.public.affairs@doit.ca.gov](mailto:doit.public.affairs@doit.ca.gov), or via fax to (916) 445-6524.

Finally, please forward any Y2K-related brochures, newsletters, and other relevant communication documents that your team has put together to the DOIT Communications Team via e-mail at: [doit.public.affairs@doit.ca.gov](mailto:doit.public.affairs@doit.ca.gov) or by mail to:



Attn: George Kostyrko, Department of Information Technology, IMS Code C-43.